GOVERNMENT OF INDIA
FINANCE
LOK SABHA

STARRED QUESTION NO:448
ANSWERED ON:25.08.2000
OMBUDSMAN IN BANKS
MANSINH PATEL

Will the Minister of FINANCE be pleased to state:

(a) whether the Reserve Bank of India has appointed Ombudsman for redressal of the complaints of the customers of the banks;

(b) if so, the details thereof;

(c) the number of cases lying pending with him and the number of cases disposed of during the last three years, year-wise; and

(d) the number of disposed of cases in which the decision was against the banks and the action taken in this regard ?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI BALASAHEB VIKHE PATIL)

(a) to (d) :- A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF THE LOK SABHA STARRED QUESTION NO. 448 ADMI
FOR ORAL REPLY ON 25th August, 2000 TABLED BY SHRI MANSINH PATEL.

(a):- Yes, Sir.

(b):- Details of Ombudsmen appointed by Reserve Bank of India are given in the annexure.

(c):- The number of cases disposed of and lying pending for the last 3 years (latest available) is as under :-

Period (April- March)	No. of cases disposed	No. of cases pending as on 31st March
1997-98	2722	1398
1998-99	2807	1340

Disposal of maintainable complaints is by way of conciliation, mediation and passing of awards.

(d):- The information regarding number of Awards given against the banks since operationalisation of the Scheme is as under :-

No. of Awards given since operationalisation	Awards implemented by banks till 31st March 1999
266	180

Annexure

List of Centres and jurisdiction of B.O. Offices

Centre	Jurisdiction/States	Date of Operationalisation
1. Mumbai	Maharashtra & Goa	14.6.1995
2. Bhopal	Madhya Pradesh	14.6.1995
3. Delhi	Delhi, Haryana and Jammu & Kashmir, Dist. of Ghaziabad in U.P.	14.6.1995
4. Bangalore	Karnataka	24.6.1995
5. Chandigarh	Himachal Pradesh	24.6.1995
6. Hyderabad	Andhra Pradesh	04.10.1995
7 Patna	Bihar	09.10.1995
8. Jaipur	Rajasthan	15.01.1996
9. Kanpur	U.P.(excluding Dist. Ghaziabad)	24.05.1996
10. Guwahati	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland andTripura	05.06.1996
11. Bhubaneswar	Orissa	28.09.1996
12. Chennai	Tamil Nadu, Pondicherry, U.T. of Andaman & Nicobar Islands	16.04.1997
13. Calcutta	West Bengal & Sikkim	12.05.1997
14. Ahmedabad	Gujarat, Dadra & Nagar Haveli, Daman & Diu	07.07.1997
15. Thiruvananthapuram	Kerala & lakshadweep	08.09.1997